
MEArchive Help

Searching your Archive in Outlook (Normal)



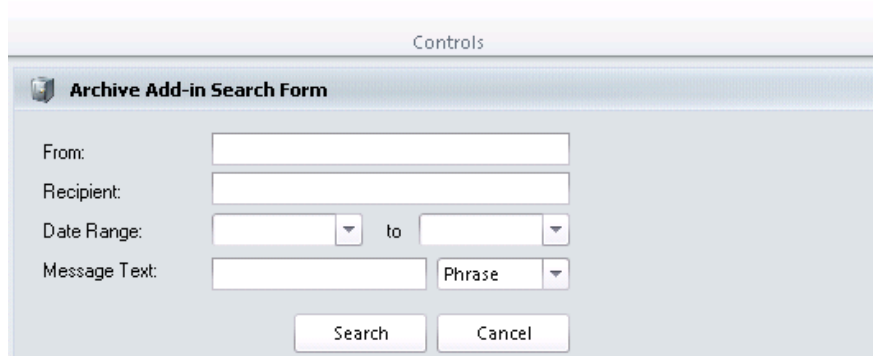
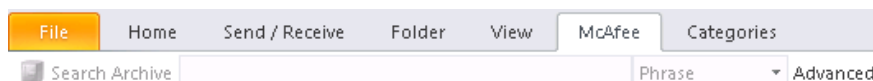
1. View the Archive Add-in toolbar.
 - In Outlook 2007, the toolbar displays below the standard Outlook toolbars.
 - In Outlook 2010, select the McAfee tab.
2. In the text field, enter your search terms.
3. From the drop-down list, select the search type.
 - Phrase
 - Any Word
 - All Words
4. Click Search Archive.

The first time you search from Outlook during a new session, you will see a login dialog box.
5. Enter the email address and password you use to access the Control Console, then click OK.

Emails that meet your criteria appear in the SaaS Archive Search Results folder.

Searching your Archive in Outlook (Advanced)

Click the Advanced button to the right to get more options to search your archive.

A screenshot of a dialog box titled 'Controls' with a sub-header 'Archive Add-in Search Form'. It contains several input fields: 'From:', 'Recipient:', 'Date Range:' (with two dropdown menus and 'to' text), and 'Message Text:'. There is also a dropdown menu for search type, currently set to 'Phrase'. At the bottom are 'Search' and 'Cancel' buttons.

Option	Definition
From	<ul style="list-style-type: none"> • Enter the name, email address, or domain name of an email sender. • Do not include spaces. A space in a name creates an <i>OR</i> search for two separate names • Limited to 1000 characters.
Recipient	<ul style="list-style-type: none"> • Enter the name, email address, domain, or distribution list name of one or more email recipients. • Recipients can be searched in either the To: or CC: of an email message. • Limited to 250 characters.
Date Range	<p>Select a date range to find messages that were sent within a particular time frame:</p> <ul style="list-style-type: none"> • Enter start and end dates in the format mm/dd/yyyy or m/d/yyyy. • Click the calendar icons to select dates from the calendar. <p>The dates you select automatically default to your preferred time zone.</p>
Message Text	<p>Enter a phrase or word to search the different parts of the email message itself, including the:</p> <ul style="list-style-type: none"> • Message header • Attachment name • Subject line • Attachment body • Message body <p>Each part of the message is searched separately.</p> <p>Select Phrase, Any word, or All words from the drop-down to specify the type of search:</p> <ul style="list-style-type: none"> • Phrase returns messages that contain the exact word combination. This type of search will generally return fewer results. • Any word returns messages that include one or more search terms. This type of search will generally return more results. • All words returns messages that include any combination of all search terms in the same message part. For example, a search for the <i>quick brown fox</i> will match messages with <i>quick brown fox</i> or <i>brown quick fox</i> in the message body, but not messages with <i>quick brown</i> in the message body and <i>fox</i> in the subject.

Login to geezit MEArchive (Web)

1. To login into geezit MEArchive, go to <http://memail.geezit.com> or <https://geezit.portal.saascontrol.com>
2. Your username is your full email address. Your password is the same password to use to login to your machine.

geez.it | Control Console

How to search for archived emails

Click on the **Archived Messages** tab on the top menu. From here you can find, view, and export email messages that are currently being stored in the archive.

To create a search, type what you know about the message (or messages) into the criteria fields and click Search.

Search rules and guidelines

An understanding of the way search works in MEArchive will improve your ability to search for and find the email messages you need.

Basic Search Rules

- Complete at least one search field to begin a new search. The more fields you complete, the more specific your search, and therefore the more limited the number of results.
- Search fields are not case-sensitive. A search for "Control Console" is the same as "control console".
- Select your search terms carefully. Use words or phrases that are unique to the messages you want to find.

Additional Rules for Complex Searches

- Most special characters (including +-&!><) are interpreted as plain text when used within a word or phrase.
- Search supports trailing * and ? wild cards searches. A * search looks for one or more characters. A ? looks for a single character.
- Email addresses can be searched using the entire address, just the domain, or any part of the address.
- Use Phrase, Any Word, or All Word searches to determine how you want to search with multiple terms.

Guidelines for Special Characters

- Special characters cannot be searched by themselves.
- Some special characters are allowed and can be interpreted as plain text when included as part of an alphanumeric string.

Special Character	Name
+	Plus Sign
-	Dash
&	Ampersand
	Bar
!	Exclamation
)	Right Parenthesis
(Left Parenthesis
{	Left Curly Brace
}	Right Curly Brace
[Left Bracket
]	Right Bracket
^	Caret
"	Quotation Marks
~	Tilde
:	Colon

Table 1: Special Characters Interpreted as Plain Text

Wild Card Searches

Archive search supports two types wildcards, asterisk (*) and question mark(?), when placed within a string or at the end of a string.

- A wildcard character cannot be placed at the beginning of a text string.
- It is best to avoid placing a wildcard too early in a search term, or with too few characters. For example, a search using horse* will return better and faster results than h* or h*s.
- Wildcards cannot be used in a Phrase search.

Asterisk (*) Wild Card Examples

The asterisk (*) searches for one or more characters.

Search Term	Returns..
greg*	greg, gregg, gregory, gregorian
gre*	greg, gregg, gregory, gregorian grey, green, greenhouse
gr*n	grin, green, grain, groan
*gre	Is not permitted

Table 2: Asterisk (*) Wild Card Examples

Question Mark (?) Wild Card Examples

The question mark (?) searches for a single character.

Search Term	Returns...
greg?	greg, gregg
gre?	greg, grey
gr?n	grin
gr??n	green, grain, groan
?gre	Is not permitted

Table 3: Question Mark (?) Wild Card Examples

Email Addresses

Email addresses can be searched using the entire address, just the domain, or any part of the address.

- Search email addresses in the From and Recipient fields.
- You search for a full email address or part of an address. You can search parts of an address that:
 - Are separated by special characters.
 - Switch between upper and lowercase.
 - Switch between alphabetic and numeric characters.
- Email addresses should not include spaces.
- Full names with spaces are treated as two separate search terms.

Email Address Search Examples

Search Term	Returns...
greg	<ul style="list-style-type: none"> • Greg Brown <greg@company.com> • Gregory Smith <greg.smith@other.com> • Greg Smith <gsmith@test.com> • Greg Jones <greg99@test.com> • GregJones <gj99@special.com> • Joe Smith <greg111@special.com> • Joe Jones <joe.jones@greg.com>
greg smith	<ul style="list-style-type: none"> • Greg Brown <greg@company.com> • Gregory Smith <greg@other.com> • Greg Smith <gsmith@test.com> • Greg Jones <greg99@test.com> • GregJones <gj99@special.com> • Joe Smith <greg111@special.com> • Joe Jones <joe.jones@greg.com> • Joe Smith <jsmith99@test.com> • John Smith <jsmith@company.com> • FredS <fred_smith@other.com> • Joe Brown <j.brown@smith.com>
company.com	<ul style="list-style-type: none"> • Greg Brown <greg@company.com> • John Smith <jsmith@company.com> • Joe Jones <joe@test.company.com>
@company.com	<ul style="list-style-type: none"> • Greg Brown <greg@company.com> • John Smith <jsmith@company.com>
greg@company.com	<ul style="list-style-type: none"> • Greg Brown <greg@company.com>
gr*	<ul style="list-style-type: none"> • GregJones <gj99@special.com> • Gram Carter <gc@test.com> • Joe Smith <greg111@special.com> • Bob Grey <grey333@company.com> • Joe Jones <joe.jones@greg.com> • Monk Williams <mwilliams@gregorian.com>

Table 4: Email Address Search Examples

Searching with Phrase, Any word, or All words

Archive search allows you to searching for specific words or phrases in an email. To help with this you can apply rules to some text fields to filter your results. When entering multiple search terms into a text field you can have them treated as an exact phrase, individual terms, or a group of terms.

- Phrase search — finds emails that contain the exact phrase in the exact word order.
- Any word search — finds emails that contain one or more words regardless of order.
- All words search — finds emails that contain all words in any order.

NOTE: You cannot use wild cards in a phrase search.

Examples of Phrase, Any word, and All words

Searching on the terms "phoenix memo" returns different result sets based on how you apply the rules.

Rule	Returns text...	But not...
Phrase	<ul style="list-style-type: none"> tuesday phoenix memo phoenix memo feedback 	<ul style="list-style-type: none"> phoenix transportation memo denver memo memo for phoenix transportation memo denver transportation
Any word	<ul style="list-style-type: none"> tuesday phoenix memo phoenix memo feedback phoenix transportation memo denver memo memo for phoenix transportation memo 	<ul style="list-style-type: none"> denver transportation
All words	<ul style="list-style-type: none"> tuesday phoenix memo phoenix memo feedback phoenix transportation memo memo for phoenix 	<ul style="list-style-type: none"> denver memo denver transportation transportation memo

Table 5: Phrase, Any word, or All words search for "phoenix memo"

Find Emails Using Search

Use the search form to find emails based on an email address, a date range, or text.

Follow these guidelines:

- Complete one field to find messages that match a single value.
- Complete multiple fields to find messages that match all of the values.
- Combine additional fields with a Message Text search to filter the results in a "Phrase," "Any word," or "All words" search.
- You cannot use wildcards when selecting "Phrase."

Task

For option definitions, click Help in the interface.

1. Select Email Archiving > Archived Messages.

- Search is displayed by default.

2. Complete one or more of the following fields:

- From
- Recipient
- Date Range

- Message Text

3. Click Search.

- Emails that match your search criteria are displayed in the Results panel.

Search Examples

The following examples compare the results of two similar searches, one using “Phrase” and the other using “Any word” in a Message Text search.

Criteria	Returns...	Not...
<ul style="list-style-type: none"> • Recipient: joe@domain.com • Date Range: 7/1/2009 to 11/1/2009 • Message Text with “Phrase”: phoenix memo 	Mail sent to Joe between July and October, 2009 that contain the phrase “phoenix memo.”	<ul style="list-style-type: none"> • Mail sent to Joe in June, 2009 that contain the phrase “phoenix memo.” • Mail sent to Joe in August 2009 that contain the phrase “memo for phoenix.” • Mail sent to Steve between July and October, 2009 that contain the phrase “phoenix memo.”
<ul style="list-style-type: none"> • Recipient: joe@domain.com • Date Range: 7/1/2009 to 11/1/2009 • Message Text with “Any word”: phoenix memo 	Mail sent to Joe between July and October, 2009 that contain the words “phoenix” or “memo,” including: <ul style="list-style-type: none"> • “phoenix memo” • “trip to phoenix” • “denver memo” 	<ul style="list-style-type: none"> • Mail sent to Joe in June, 2009 that contain the words “phoenix” or “memo,” including: “phoenix memo,” trip to “phoenix,” “denver memo.” • Mail sent to Steve between July and October, 2009 that contain the words “phoenix” or “memo,” including: “phoenix memo,” “trip to phoenix,” “denver memo.”
<ul style="list-style-type: none"> • Recipient: joe@domain.com • Date Range: 7/1/2009 to 11/1/2009 • Message Text with “All words”: phoenix memo 	Mail sent to Joe between July and October, 2009 that contain the words “phoenix” or “memo,” in the subject line, including: <ul style="list-style-type: none"> • “phoenix memo” • “memo to phoenix office” • “memo regarding phoenix software” 	<ul style="list-style-type: none"> • Mail sent to Joe in June, 2009 that contain both the words “phoenix” or “memo” in the subject line, including: “phoenix memo” and “memo to phoenix office.” • Mail sent to Joe between July and October, 2009 that contain just one of the words “phoenix” or “memo” in the subject line, including: “phoenix convention”, “trip to phoenix”, “denver memo”. • Mail sent to Steve between July and October, 2009 that contain both words in the subject line, including “phoenix memo”, “memo to phoenix office”, and “memo regarding phoenix software”. • Mail sent to Joe between July and October, 2009 that contain the word “phoenix” in the subject line and “memo” in the message body.

Table 6: Search Example

Viewing an Archived Email

You can open and view any email that is stored in the archive directly from the search results panel.

Both the message preview and message window allow you to view the content of the message, message headers, any attachments associated with the message, and archive specific information including ID and expiration date.

View a Message

Open and view email messages to read content, retrieve attachments, and review header information and metadata.

Before you begin

You must first run a search and then sort your results to find the email you want to view.

Task

For option definitions, click Help in the interface.

- Open the message from the results panel by doing one of the following:
- Double-click the message to view the message in the Message window.
- Select an option from the Preview menu to open the message in the Message pane.

If you selected Preview, the message displays in the Message pane. Otherwise the message appears in a separate window.

Exporting Messages

You can download one or more of the messages that you find in a search and view them in an email client. When you export messages, they are compressed in a zip file.

Messages can be exported from either the Results panel or the Message view.

Zip file guidelines

The rules that govern the zip file you download when you export messages determine the total file size, the emails included, how the email files are named, and the format of the emails.

- The total size of the file you download cannot be larger than 1 GB. If your result set is larger, you should refine your search criteria and limit your results.
- At download, the system re-runs your original search. As a result, the set of messages in the zip file may differ from your initial results due to changes in the archive.
- Messages are stored as .eml files. Each file name matches the message's unique Archive ID.
- The format of each email varies by your user role:
 - The User role receives the original message.
 - The Customer Administrator role receives the envelope journal as well as the original message which is included as an attachment.

NOTE: A zip file utility is required for extracting the email files.

Viewing .eml files

The email files you download from Email Archiving use the .eml file format and require a compatible email client.

We recommend Microsoft Outlook Express or a recent version of Microsoft Outlook.

Export Messages

You can download email messages from the archive and view them in your email client. This option is available from both the results panel (for multiple messages) and the message view (for individual messages).

Before you begin

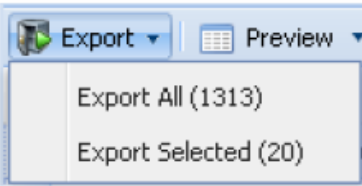

You will need the following:

- A zip utility to extract the email messages once they are downloaded
- An email client that is capable of viewing .eml files

Task

For option definitions, click Help in the interface.

1. Run a search in the Criteria panel.
2. Do one of the following to select messages for download:

Option	Definition
<p>Export All from the Results panel</p> 	Click Export > Export All to download all of your search results.
<p>Export Selected from the Results panel</p>	Click the checkbox for each messages and click Export > Export Selected to download select search results.
<p>Export from the Message view</p> 	Double-click the message, or select the message and click Preview . Then, click Export to download the individual message.

A dialog box appears in your browser.

3. Follow your browser's instructions to Open or Save the file. The file is saved on your local system.
4. Locate the file and open it using your zip utility. The zip file and contents display.
5. Extract the messages from the zip file and save them to a folder. The individual messages are now stored on your local system. From here you can now open and view messages in your email client.